



LPD

LYNCHBURG POLICE DEPARTMENT



2024 Community
SURVEY



Community Survey Responses - 2024

I. Executive Summary: 2024 Community Survey

The Lynchburg Police Department (LPD) conducted its biennial Community Survey from December 1, 2024, to January 3, 2025, using the online survey platform SurveyMonkey. The department informed the community about this survey through social media and local media outlets. The LPD received 382 responses, down from the 788 responses received in 2022. The 2020 Lynchburg Police Department Community Survey generated 355 responses, the 2018 survey had 86 responses, and the 2015 survey had 184 responses.

The 2024 survey included 22 questions, which were the same 22 questions as in the 2022 survey. The goal was to gauge the department's progress by comparing answers to the same questions across different years. The LPD will use the responses provided in this survey to inform the department's continued efforts to deliver the best service possible to Lynchburg's residents and visitors.

The majority (24%) of respondents to the 2024 survey were 55 years or older, and 57% were female. Overall, the majority of respondents (90%) stated they were residents of the City of Lynchburg. Respondents lived in all areas of the city and were fairly evenly distributed among Wards I, II, III, and IV.

The majority (38%) of respondents rated the quality of police service in Lynchburg as "Good," up from 34% in the 2022 survey. Additionally, 53% said the LPD is responsive to "A Lot" and "To a Great Extent" of the concerns of the community, up from 46% in the 2022 survey. More than 56% of respondents said they trust their local law enforcement "A Lot" or "To a Great Extent."

In response to questions about developing relationships with community members, communicating with community members, and working with community members to solve problems, the majority of respondents said the LPD performs these tasks "A Lot." This is an improvement from the "Somewhat" responses in the 2022 survey. When asked to what extent the Lynchburg Police Department regularly communicates with community members, a slight majority (29%) answered "Somewhat," with 28% saying the department communicates via these mediums "A Lot."

Most respondents who had contact with an LPD Officer or Professional Staff over the past two years said the LPD employee explained themselves and their actions "To a Great Extent," although the majority (31%) of respondents answered "N/A."

The vast majority (58%) of respondents also stated that they were treated with dignity and respect. Most respondents (29%) said that the LPD shows "A Lot" of concern for community members, but when combined with "To a Great Extent," that number reaches 54%.



Community Survey Responses - 2024

Approximately 72% of respondents to the 2024 survey said they feel their neighborhood is safe, up from 65% in the 2022 survey. Roughly 43% say they feel "Safe" to "Very Safe" walking alone in their neighborhood at night. The top three most serious problems noted by respondents were "larceny/theft" (35%), "other" (31%), and "drugs" (31%). The most common issue noted by respondents in their neighborhoods was speeding (58%).

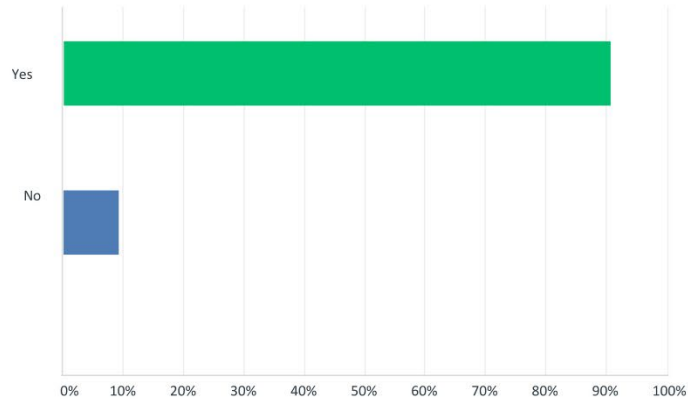
The survey concluded with an open-ended question asking individuals to provide feedback on what the department needs to do differently. The LPD received 240 responses, including both constructive criticism and positive feedback. The predominant themes were: more enforcement of laws; increased officer presence; addressing speeding and reckless driving; and expressions of support.



Community Survey Responses - 2024

Q1 Are you a resident of The City of Lynchburg?

Answered: 382 Skipped: 0

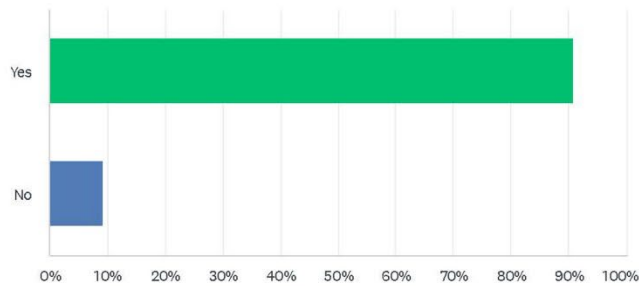


ANSWER CHOICES	RESPONSES	
Yes	90.58%	346
No	9.42%	36
TOTAL		382

90.58%

Community Survey Responses - 2022

Answered: 788 Skipped: 0

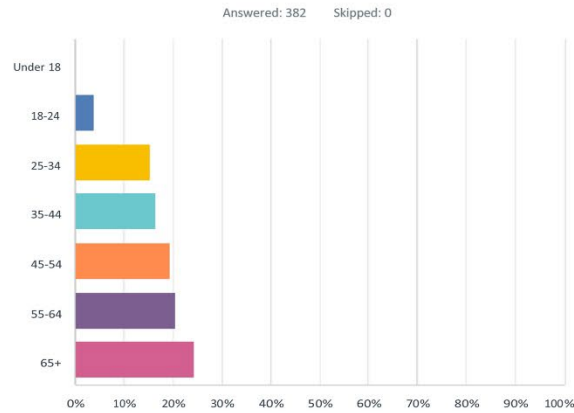


ANSWER CHOICES	RESPONSES	
Yes	90.74%	715
No	9.26%	73
TOTAL		788



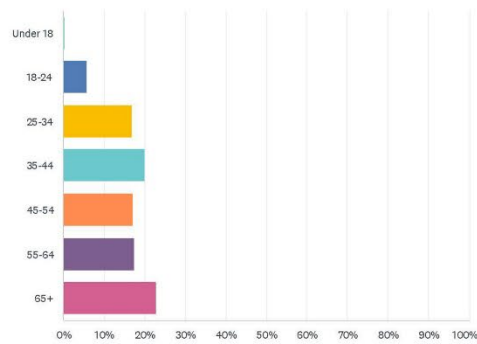
Community Survey Responses - 2024

Q2 What is your age?



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	3.93%	15
25-34	15.45%	59
35-44	16.49%	63
45-54	19.37%	74
55-64	20.42%	78
65+	24.35%	93
TOTAL		382

Community Survey Responses - 2022

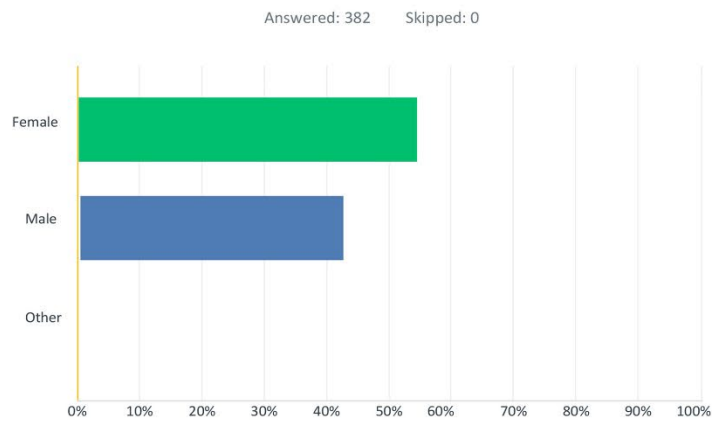


ANSWER CHOICES	RESPONSES	
Under 18	0.13%	1
18-24	5.71%	45
25-34	16.88%	133
35-44	20.05%	158
45-54	17.13%	135
55-64	17.39%	137
65+	22.72%	179
TOTAL		788



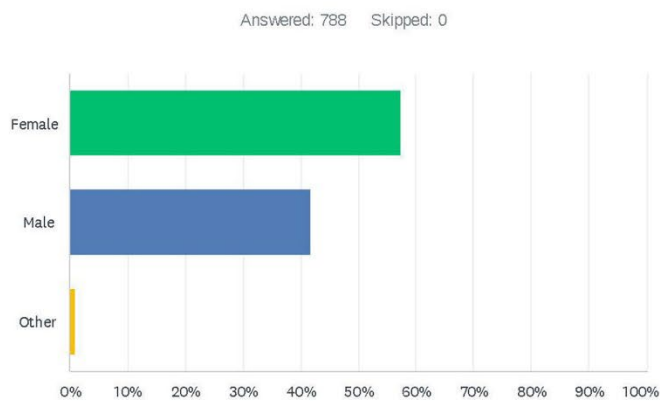
Community Survey Responses - 2024

Q3 What is your gender?



ANSWER CHOICES	RESPONSES	
Female	57.07%	218
Male	42.41%	162
Other	0.52%	2
TOTAL		382

Community Survey Responses - 2022

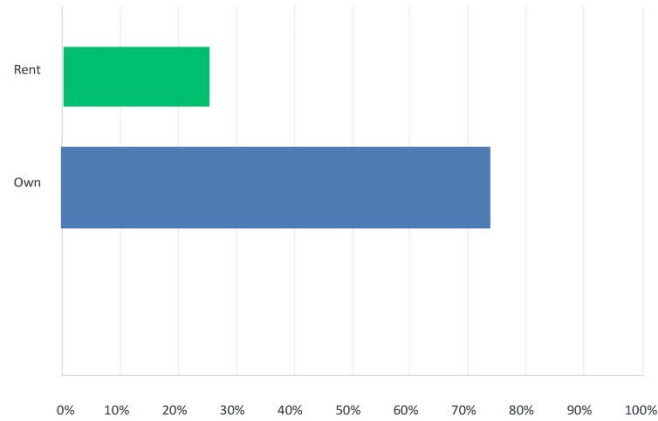


ANSWER CHOICES	RESPONSES	
Female	57.36%	452
Male	41.75%	329
Other	0.89%	7
TOTAL		788



Community Survey Responses - 2024

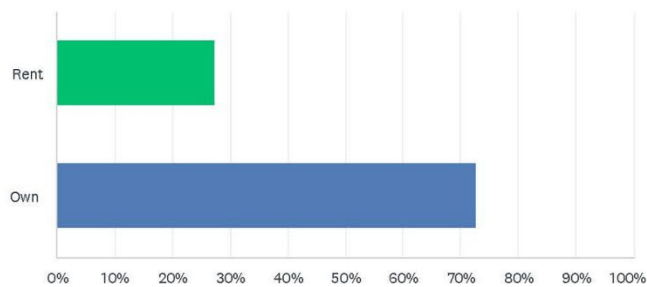
Q4 Do you own or rent your home?



ANSWER CHOICES	RESPONSES	
Rent	25.46%	97
Own	74.54%	284
TOTAL		381

Community Survey Responses - 2022

Answered: 785 Skipped: 3

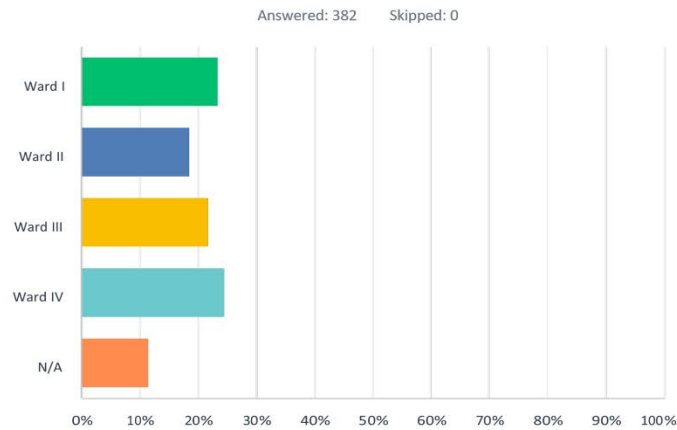


ANSWER CHOICES	RESPONSES	
Rent	27.39%	215
Own	72.61%	570
TOTAL		785



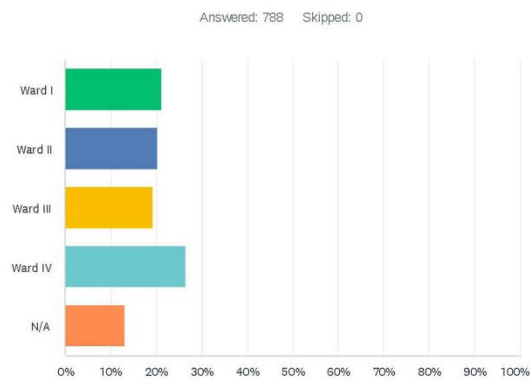
Community Survey Responses - 2024

Q5 In which Ward do you live? You can find your Ward here: Ward Map



ANSWER CHOICES	RESPONSES	
Ward I	23.56%	90
Ward II	18.59%	71
Ward III	21.73%	83
Ward IV	24.61%	94
N/A	11.52%	44
TOTAL		382

Community Survey Responses - 2022

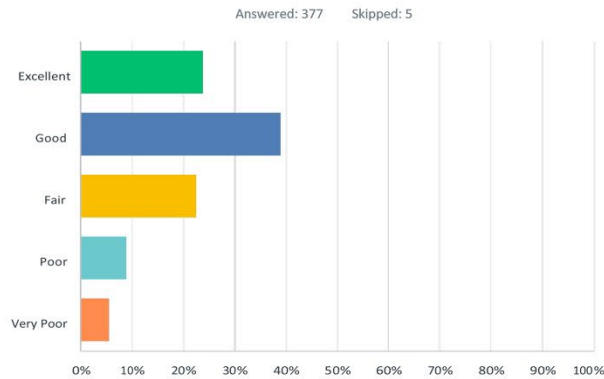


ANSWER CHOICES	RESPONSES	
Ward I	21.19%	167
Ward II	20.18%	159
Ward III	19.16%	151
Ward IV	26.52%	209
N/A	12.94%	102
TOTAL		788



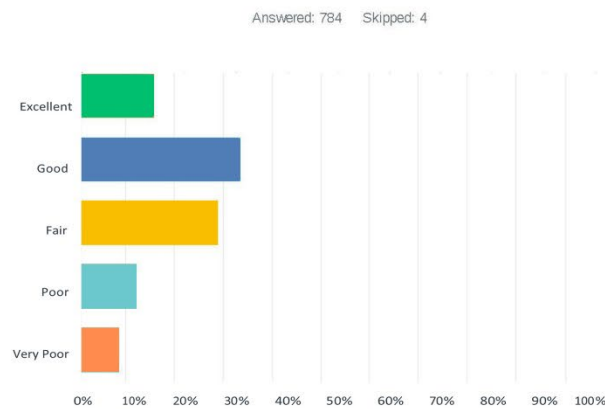
Community Survey Responses - 2024

Q6 How would you rate the quality of police service in your community?



ANSWER CHOICES	RESPONSES	
Excellent	23.87%	90
Good	38.99%	147
Fair	22.55%	85
Poor	9.02%	34
Very Poor	5.57%	21
TOTAL		377

Community Survey Responses - 2022

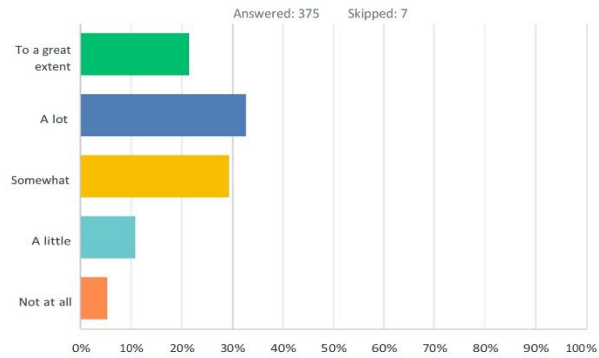


ANSWER CHOICES	RESPONSES	
Very Poor	8.80%	69
Poor	12.37%	97
Fair	29.08%	228
Good	33.67%	264
Excellent	16.07%	126
TOTAL		784



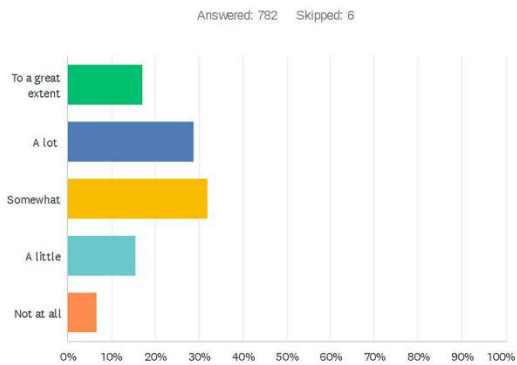
Community Survey Responses - 2024

Q7 To what extent is the Lynchburg Police Department responsive to the concerns of the community?



ANSWER CHOICES	RESPONSES	
To a great extent	21.60%	81
A lot	32.80%	123
Somewhat	29.33%	110
A little	10.93%	41
Not at all	5.33%	20
TOTAL		375

Community Survey Responses - 2022

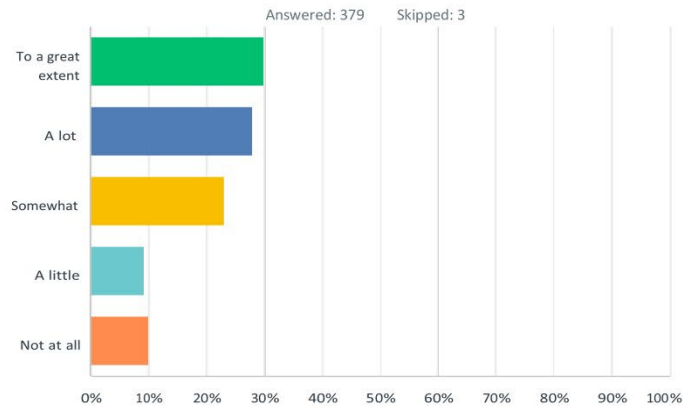


ANSWER CHOICES	RESPONSES	
To a great extent	17.14%	134
A lot	28.77%	225
Somewhat	31.97%	250
A little	15.60%	122
Not at all	6.52%	51
TOTAL		782



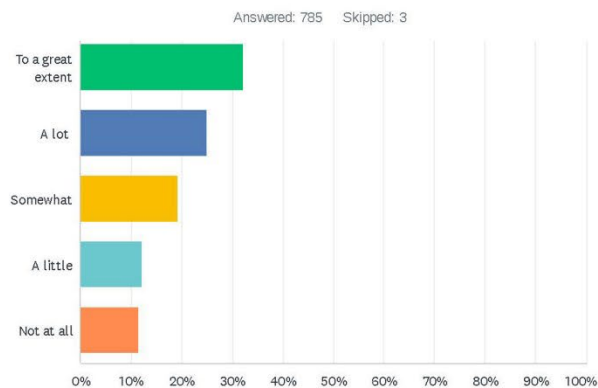
Community Survey Responses - 2024

Q8 To what extent do you trust your law enforcement?



ANSWER CHOICES	RESPONSES	
To a great extent	29.82%	113
A lot	27.97%	106
Somewhat	22.96%	87
A little	9.23%	35
Not at all	10.03%	38
TOTAL		379

Community Survey Responses - 2022



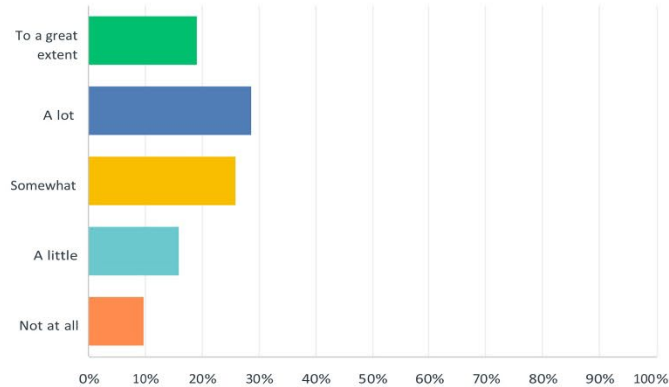
ANSWER CHOICES	RESPONSES	
To a great extent	32.23%	253
A lot	24.97%	196
Somewhat	19.24%	151
A little	12.10%	95
Not at all	11.46%	90
TOTAL		785



Community Survey Responses - 2024

Q9 To what extent does the Lynchburg Police Department develop relationships with community members (residents, organizations, and groups)?

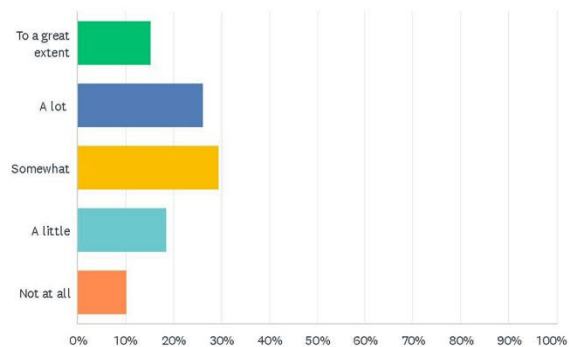
Answered: 374 Skipped: 8



ANSWER CHOICES	RESPONSES	
To a great extent	19.25%	72
A lot	28.88%	108
Somewhat	25.94%	97
A little	16.04%	60
Not at all	9.89%	37
TOTAL		374

Community Survey Responses - 2022

Answered: 775 Skipped: 13

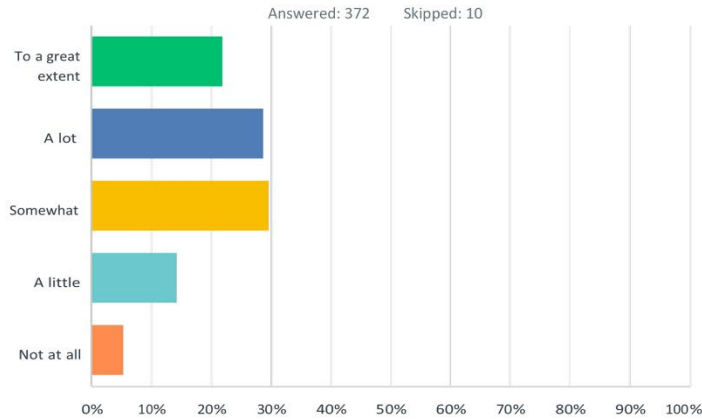


ANSWER CHOICES	RESPONSES	
To a great extent	15.35%	119
A lot	26.32%	204
Somewhat	29.42%	228
A little	18.58%	144
Not at all	10.32%	80
TOTAL		775



Community Survey Responses - 2024

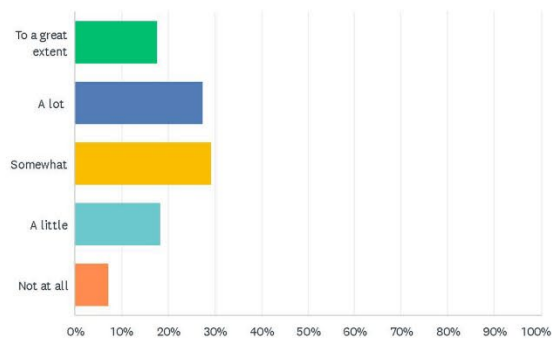
Q10 To what extent does the Lynchburg Police Department regularly communicate with community members (website, emails, public meetings, events, social media)?



ANSWER CHOICES	RESPONSES	
To a great extent	22.04%	82
A lot	28.76%	107
Somewhat	29.57%	110
A little	14.25%	53
Not at all	5.38%	20
TOTAL		372

Community Survey Responses - 2022

Answered: 776 Skipped: 12

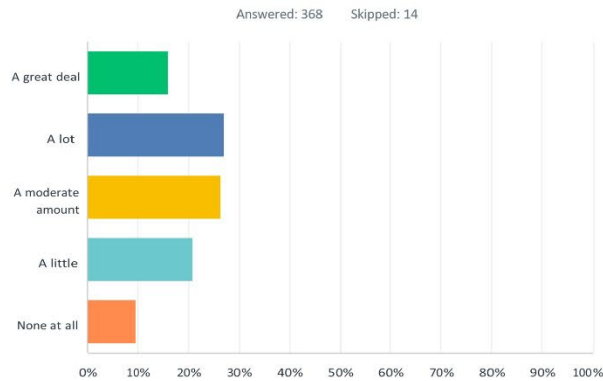


ANSWER CHOICES	RESPONSES	
To a great extent	17.65%	137
A lot	27.58%	214
Somewhat	29.12%	226
A little	18.30%	142
Not at all	7.35%	57
TOTAL		776



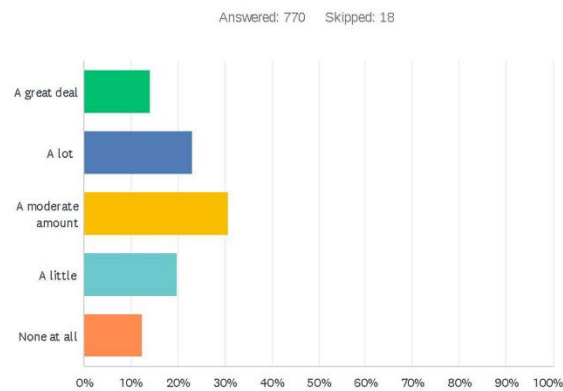
Community Survey Responses - 2024

Q11 To what extent does the Lynchburg Police Department work together with community members to solve problems?



ANSWER CHOICES	RESPONSES	
A great deal	16.03%	59
A lot	27.17%	100
A moderate amount	26.36%	97
A little	20.92%	77
None at all	9.51%	35
TOTAL		368

Community Survey Responses - 2022

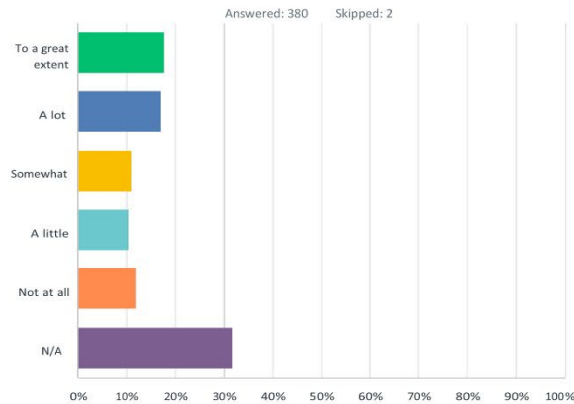


ANSWER CHOICES	RESPONSES	
A great deal	14.16%	109
A lot	22.99%	177
A moderate amount	30.65%	236
A little	19.87%	153
None at all	12.34%	95
TOTAL		770



Community Survey Responses - 2024

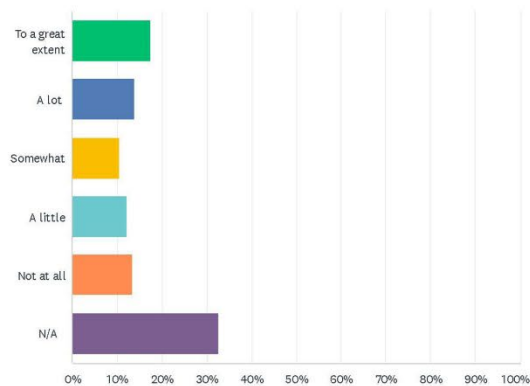
Q12 If you had contact with a Lynchburg Police Department officer or staff over the past two years, to what extent did they sufficiently explain their actions and procedures?



ANSWER CHOICES	RESPONSES	
To a great extent	17.63%	67
A lot	17.11%	65
Somewhat	11.05%	42
Somewhat	11.05%	42
A little	10.53%	40
Not at all	11.84%	45
N/A	31.84%	121

Community Survey Responses - 2022

Answered: 780 Skipped: 8

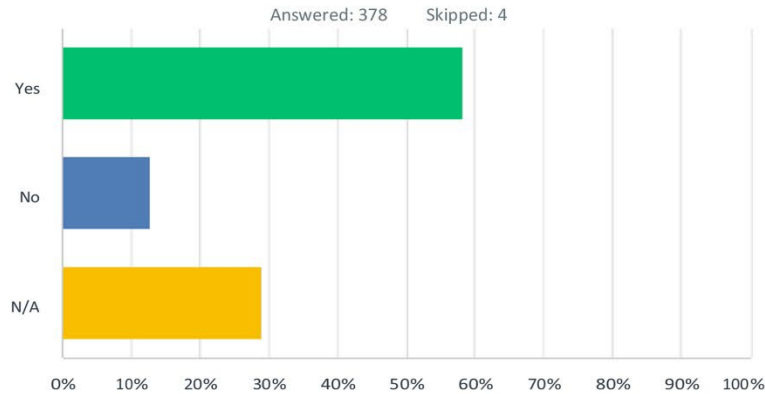


ANSWER CHOICES	RESPONSES	
To a great extent	17.44%	136
A lot	13.85%	108
Somewhat	10.51%	82
A little	12.05%	94
Not at all	13.46%	105
N/A	32.69%	255
TOTAL		780



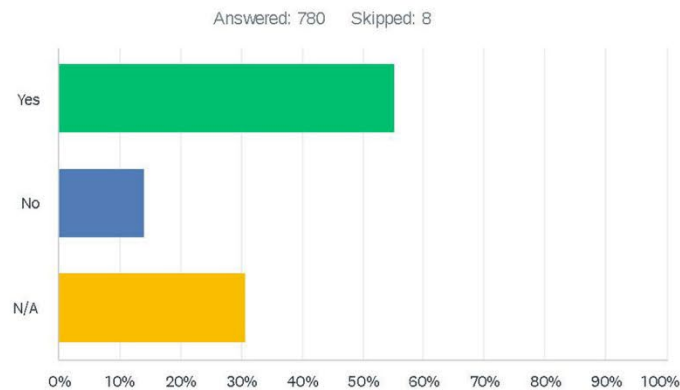
Community Survey Responses - 2024

Q13 If you have had any contact with Lynchburg Police Department officers or staff over the past two years, were you treated professionally, with dignity and respect?



ANSWER CHOICES	RESPONSES	
Yes	58.20%	220
No	12.70%	48
N/A	29.10%	110
TOTAL		378

Community Survey Responses - 2022

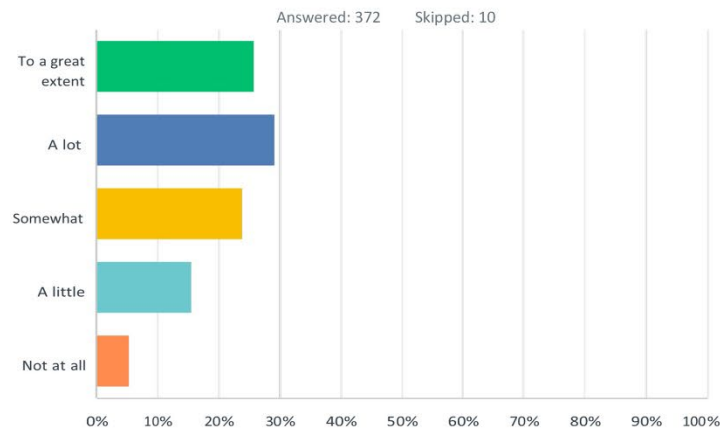


ANSWER CHOICES	RESPONSES	
Yes	55.13%	430
No	14.10%	110
N/A	30.77%	240
TOTAL		780



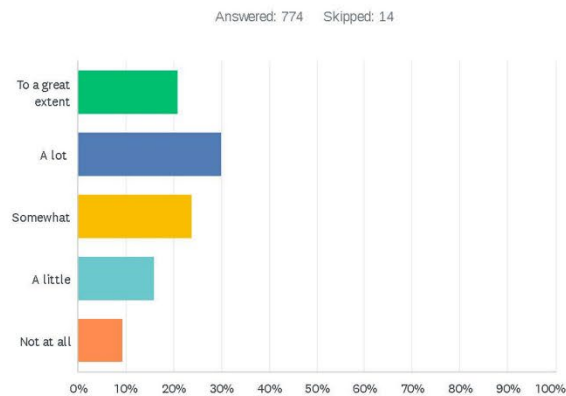
Community Survey Responses - 2024

Q14 To what extent do Lynchburg Police officers and staff show concern for community members?



ANSWER CHOICES	RESPONSES	
To a great extent	25.81%	96
A lot	29.30%	109
Somewhat	23.92%	89
A little	15.59%	58
Not at all	5.38%	20
TOTAL		372

Community Survey Responses - 2022



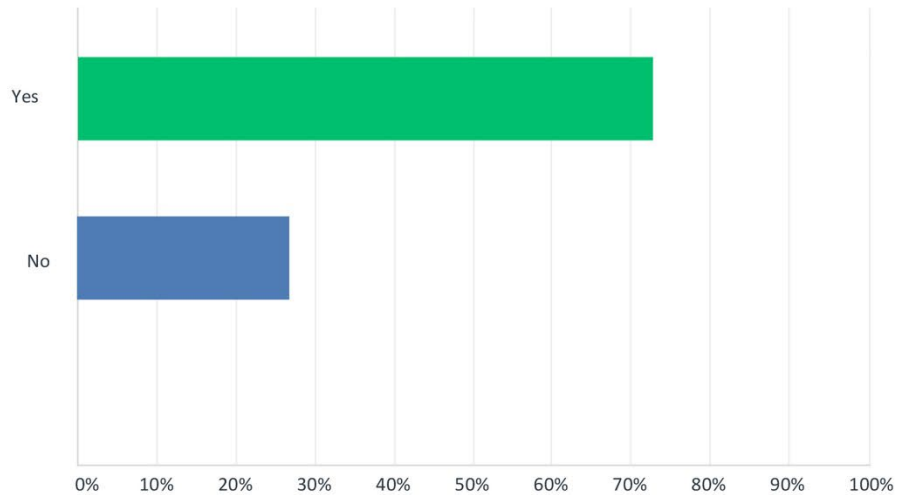
ANSWER CHOICES	RESPONSES	
To a great extent	20.80%	161
A lot	29.97%	232
Somewhat	23.90%	185
A little	16.02%	124
Not at all	9.30%	72
TOTAL		774



Community Survey Responses - 2024

Q15 Do you feel your neighborhood is safe?

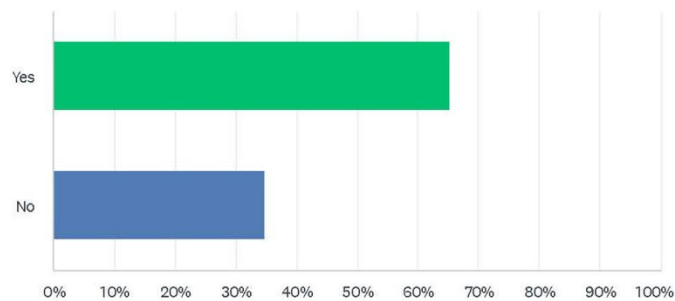
Answered: 376 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	72.87%	274
No	27.13%	102
TOTAL		376

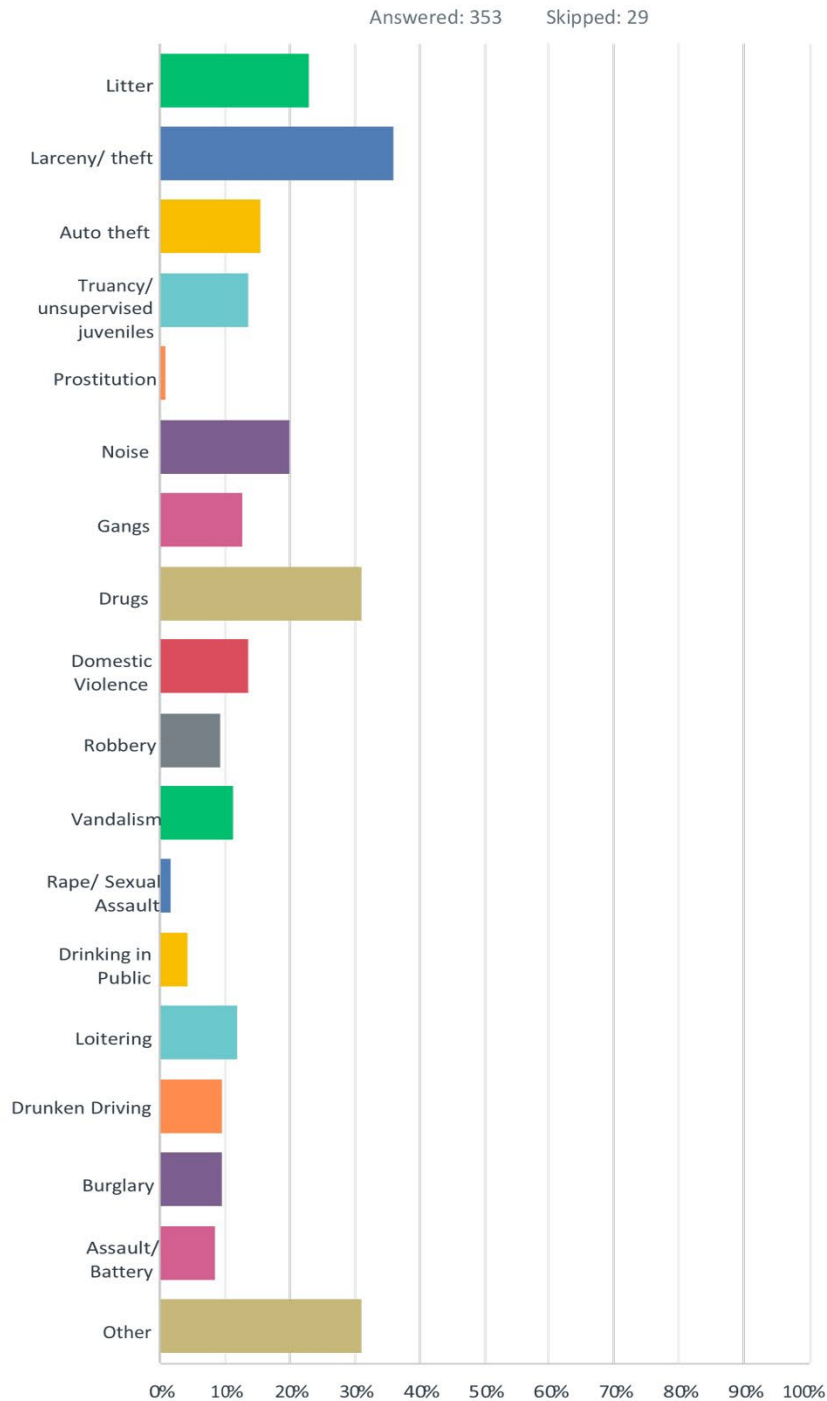
Community Survey Responses - 2022

Answered: 781 Skipped: 7



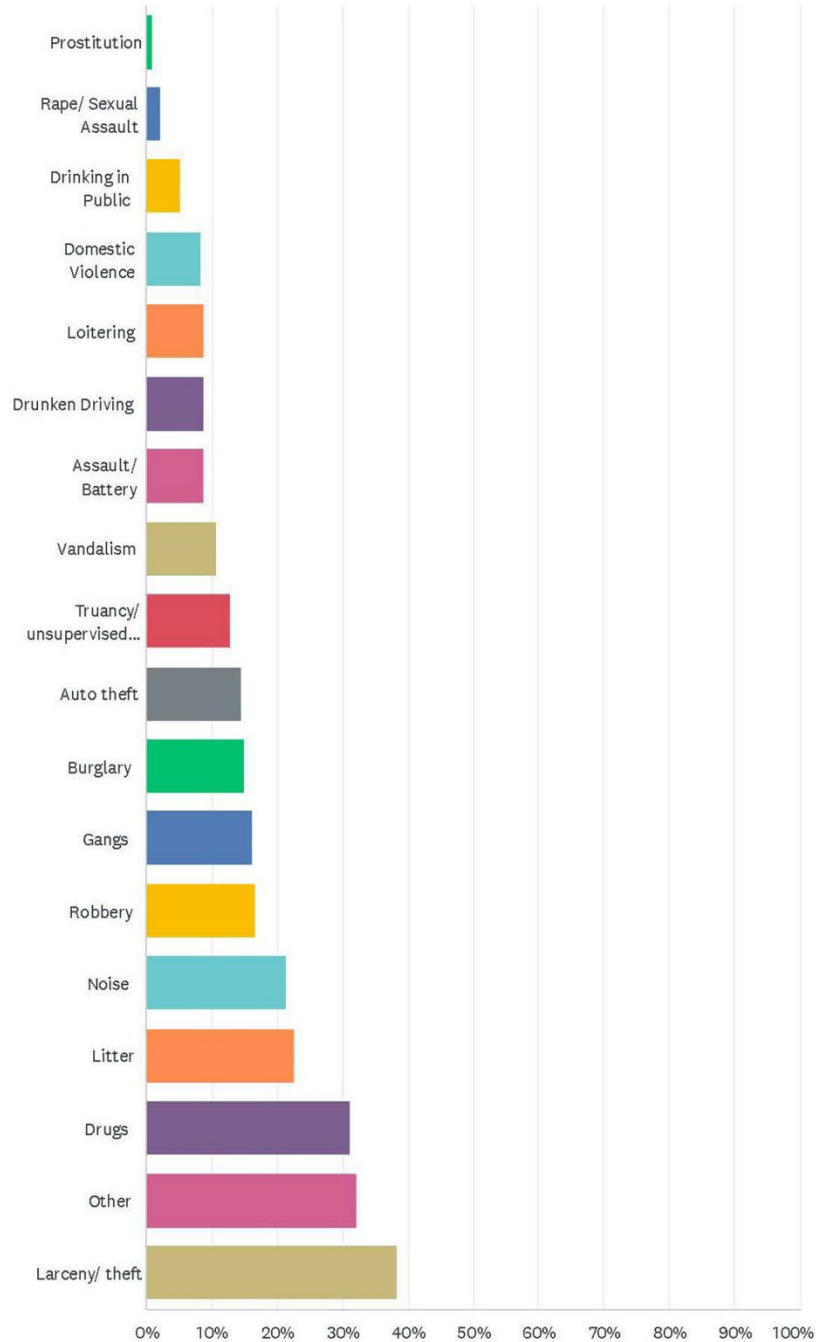
ANSWER CHOICES	RESPONSES	
Yes	65.17%	509
No	34.83%	272
TOTAL		781

Q16 In your opinion, what are the top 3 most serious problems in your neighborhood?



Q16 In your opinion, what are the top 3 most serious problems in your neighborhood?

Answered: 738 Skipped: 50





Community Survey Responses - 2024

Q16 In your opinion, what are the top 3 most serious problems in your neighborhood?

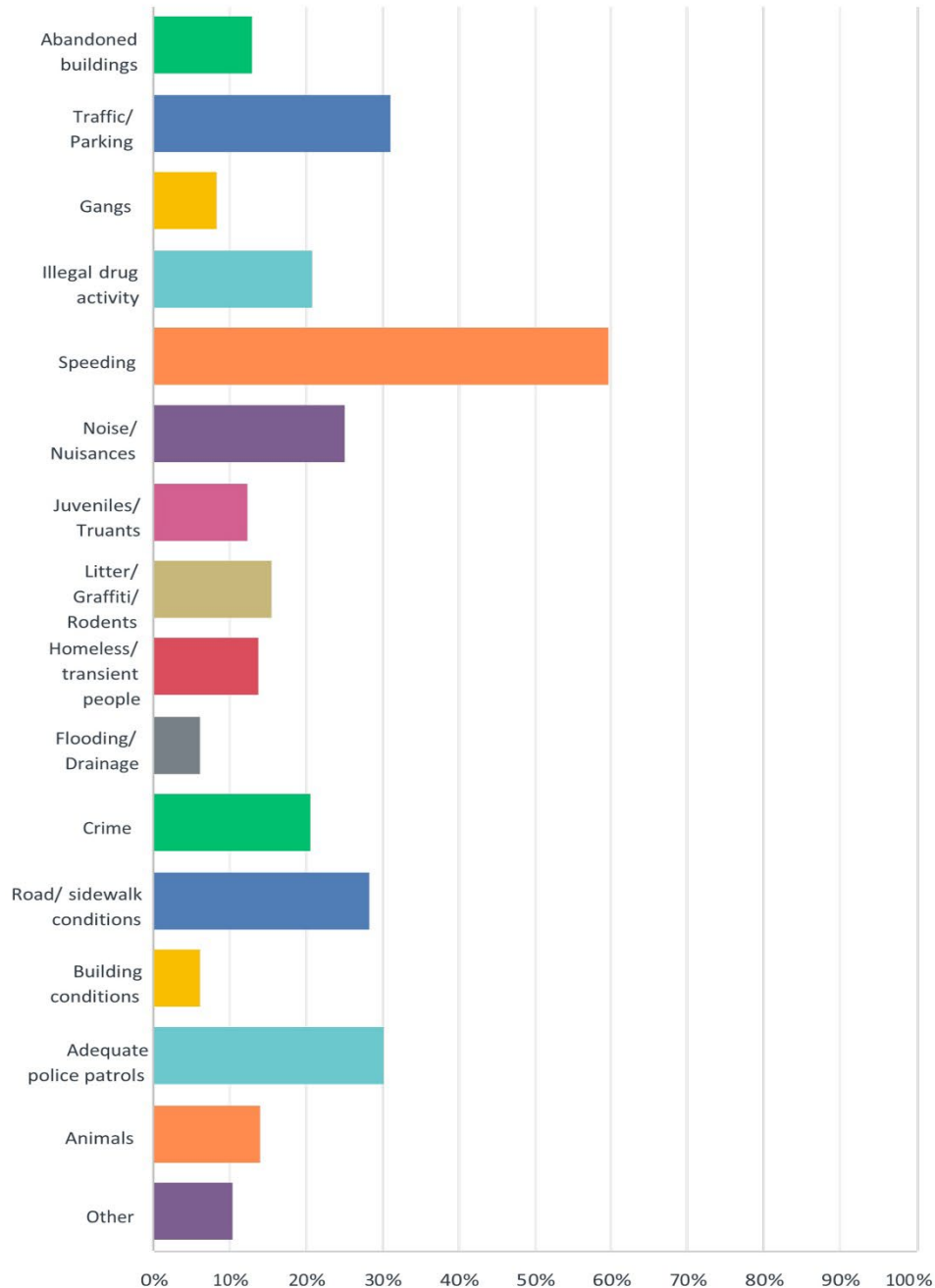
ANSWER CHOICES	RESPONSES	
Litter	22.95%	81
Larceny/ theft	35.98%	127
Auto theft	15.58%	55
Truancy/ unsupervised juveniles	13.60%	48
Prostitution	0.85%	3
Noise	20.11%	71
Gangs	12.75%	45
Drugs	31.16%	110
Domestic Violence	13.60%	48
Robbery	9.35%	33
Vandalism	11.33%	40
Rape/ Sexual Assault	1.70%	6
Drinking in Public	4.25%	15
Loitering	11.90%	42
Drunken Driving	9.63%	34
Burglary	9.63%	34
Assault/ Battery	8.50%	30
Other	31.16%	110
Total Respondents: 353		

Community Survey Responses - 2022

ANSWER CHOICES	RESPONSES	
Prostitution	0.81%	6
Rape/ Sexual Assault	2.03%	15
Drinking in Public	5.01%	37
Domestic Violence	8.40%	62
Loitering	8.67%	64
Drunken Driving	8.67%	64
Assault/ Battery	8.81%	65
Vandalism	10.57%	78
Truancy/ unsupervised juveniles	12.74%	94
Auto theft	14.50%	107
Burglary	14.91%	110
Gangs	16.26%	120
Robbery	16.67%	123
Noise	21.27%	157
Litter	22.63%	167
Drugs	31.03%	229
Other	32.11%	237
Larceny/ theft	38.35%	283
Total Respondents: 738		

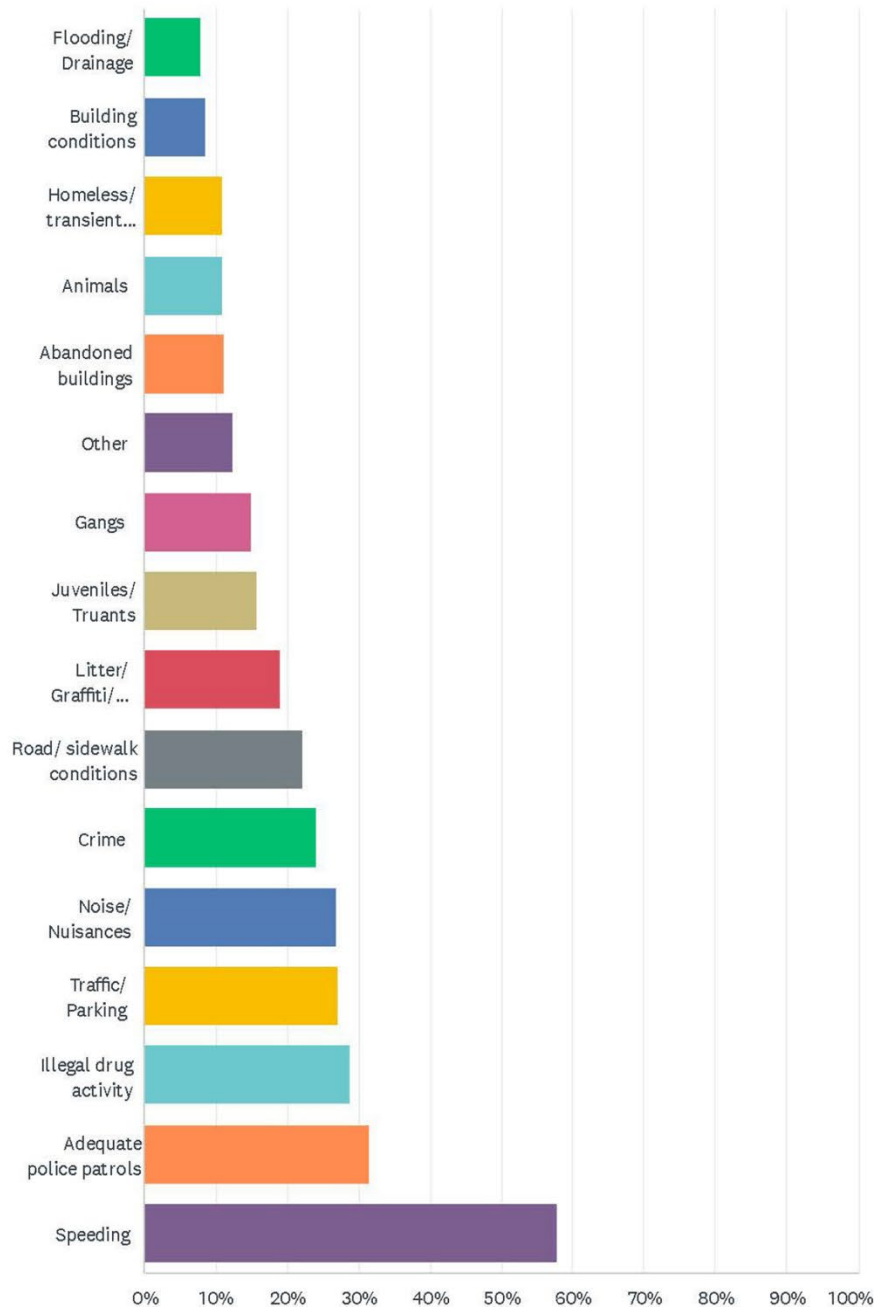
Q17 Check each box that you feel is a problem in your neighborhood.

Answered: 353 Skipped: 29



Q17 Check each box that you feel is a problem in your neighborhood.

Answered: 732 Skipped: 56





Community Survey Responses - 2024

Q17 Check each box that you feel is a problem in your neighborhood.

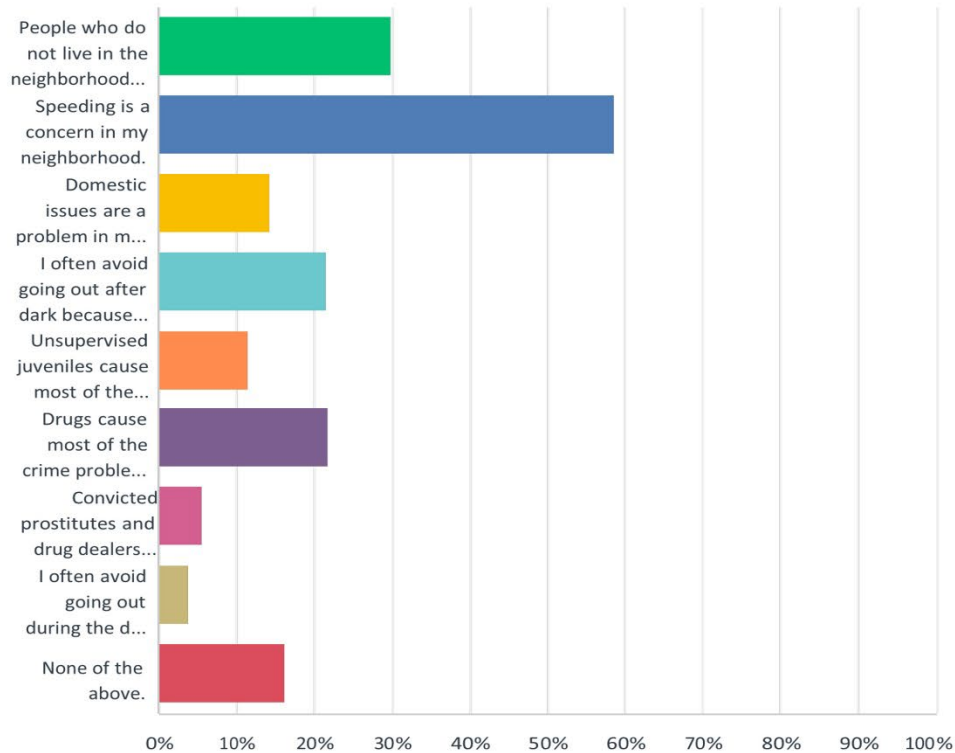
ANSWER CHOICES	RESPONSES	
Abandoned buildings	13.03%	46
Traffic/ Parking	31.16%	110
Gangs	8.22%	29
Illegal drug activity	20.96%	74
Speeding	59.77%	211
Noise/ Nuisances	25.21%	89
Juveniles/ Truants	12.46%	44
Litter/ Graffiti/ Rodents	15.58%	55
Homeless/ transient people	13.88%	49
Flooding/ Drainage	6.23%	22
Crime	20.68%	73
Road/ sidewalk conditions	28.33%	100
Building conditions	6.23%	22
Adequate police patrols	30.31%	107
Animals	14.16%	50
Other	10.48%	37
Total Respondents: 353		

Community Survey Responses - 2022

ANSWER CHOICES	RESPONSES	
Flooding/ Drainage	7.92%	58
Building conditions	8.61%	63
Homeless/ transient people	10.79%	79
Animals	10.93%	80
Abandoned buildings	11.07%	81
Other	12.43%	91
Gangs	14.89%	109
Juveniles/ Truants	15.71%	115
Litter/ Graffiti/ Rodents	18.99%	139
Road/ sidewalk conditions	22.27%	163
Crime	24.04%	176
Noise/ Nuisances	26.78%	196
Traffic/ Parking	27.05%	198
Illegal drug activity	28.69%	210
Adequate police patrols	31.56%	231
Speeding	57.79%	423
Total Respondents: 732		

Q18 Check the following statements that are true to your neighborhood.

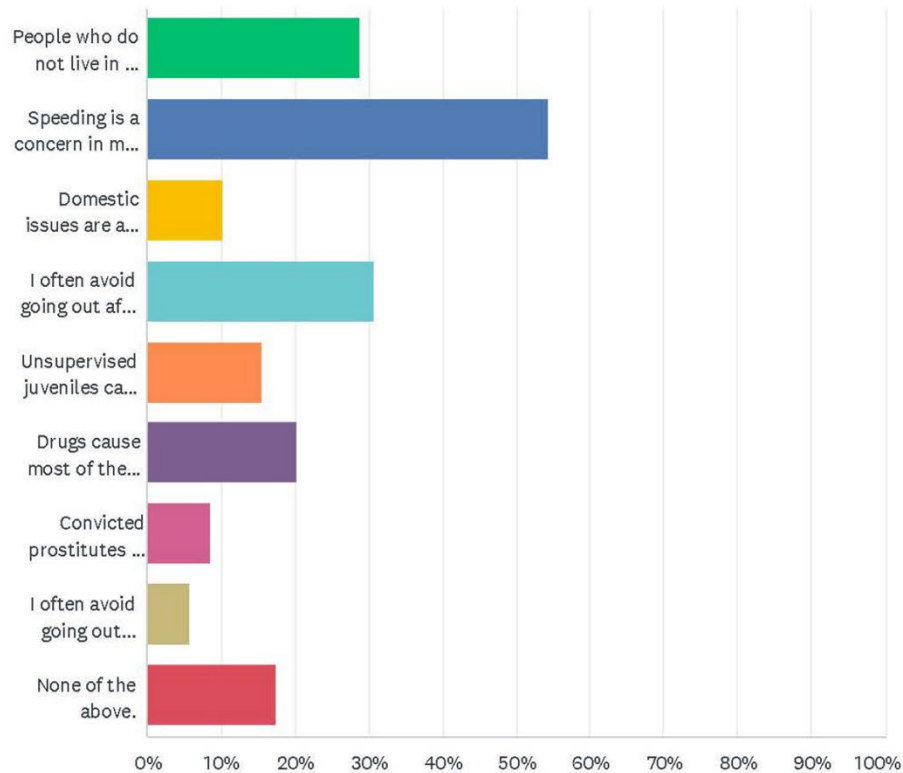
Answered: 372 Skipped: 10



ANSWER CHOICES	RESPONSES	
People who do not live in the neighborhood cause most of the crime problems around here.	29.84%	111
Speeding is a concern in my neighborhood.	58.60%	218
Domestic issues are a problem in my neighborhood.	14.25%	53
I often avoid going out after dark because I am afraid of crime.	21.51%	80
Unsupervised juveniles cause most of the crime problems in my neighborhood.	11.56%	43
Drugs cause most of the crime problems around here.	21.77%	81
Convicted prostitutes and drug dealers should be banned from entering the neighborhood.	5.65%	21
I often avoid going out during the day because I am afraid of crime.	3.76%	14
None of the above.	16.13%	60
Total Respondents: 372		

Q18 Check the following statements that are true to your neighborhood.

Answered: 768 Skipped: 20

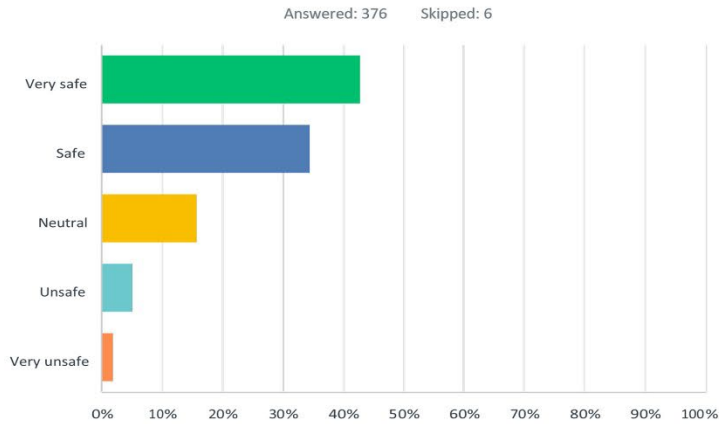


ANSWER CHOICES	RESPONSES	
People who do not live in the neighborhood cause most of the crime problems around here.	28.78%	221
Speeding is a concern in my neighborhood.	54.30%	417
Domestic issues are a problem in my neighborhood.	10.29%	79
I often avoid going out after dark because I am afraid of crime.	30.60%	235
Unsupervised juveniles cause most of the crime problems in my neighborhood.	15.63%	120
Drugs cause most of the crime problems around here.	20.18%	155
Convicted prostitutes and drug dealers should be banned from entering the neighborhood.	8.46%	65
I often avoid going out during the day because I am afraid of crime.	5.73%	44
None of the above.	17.58%	135
Total Respondents: 768		



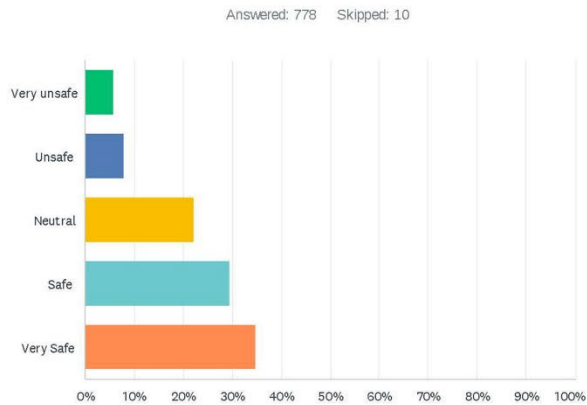
Community Survey Responses - 2024

Q19 How safe do you feel walking alone in your neighborhood during the day?



ANSWER CHOICES	RESPONSES	
Very safe	42.82%	161
Safe	34.57%	130
Neutral	15.69%	59
Unsafe	5.05%	19
Very unsafe	1.86%	7
TOTAL		376

Community Survey Responses - 2022

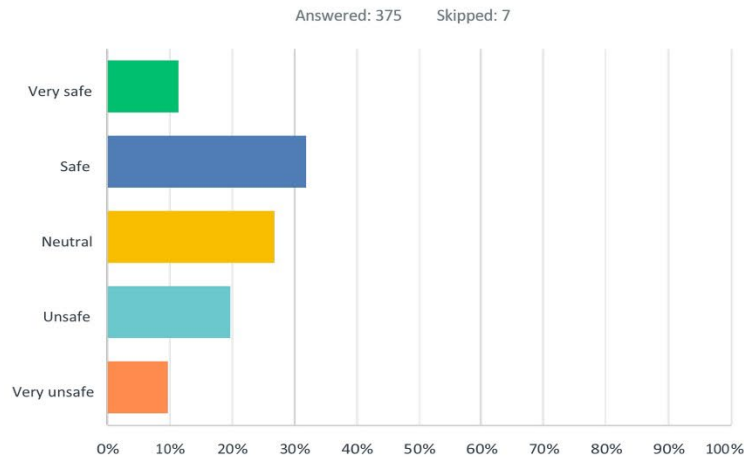


ANSWER CHOICES	RESPONSES	
Very unsafe	5.78%	45
Unsafe	7.97%	62
Neutral	22.11%	172
Safe	29.43%	229
Very Safe	34.70%	270
TOTAL		778



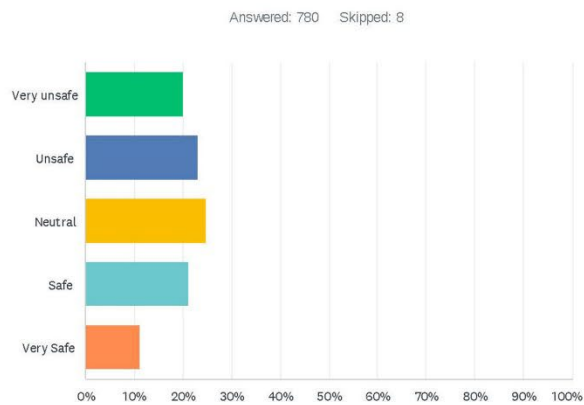
Community Survey Responses - 2024

Q20 How safe do you feel walking alone in your neighborhood at night?



ANSWER CHOICES	RESPONSES	
Very safe	11.47%	43
Safe	32.00%	120
Neutral	26.93%	101
Unsafe	19.73%	74
Very unsafe	9.87%	37
TOTAL		375

Community Survey Responses - 2022



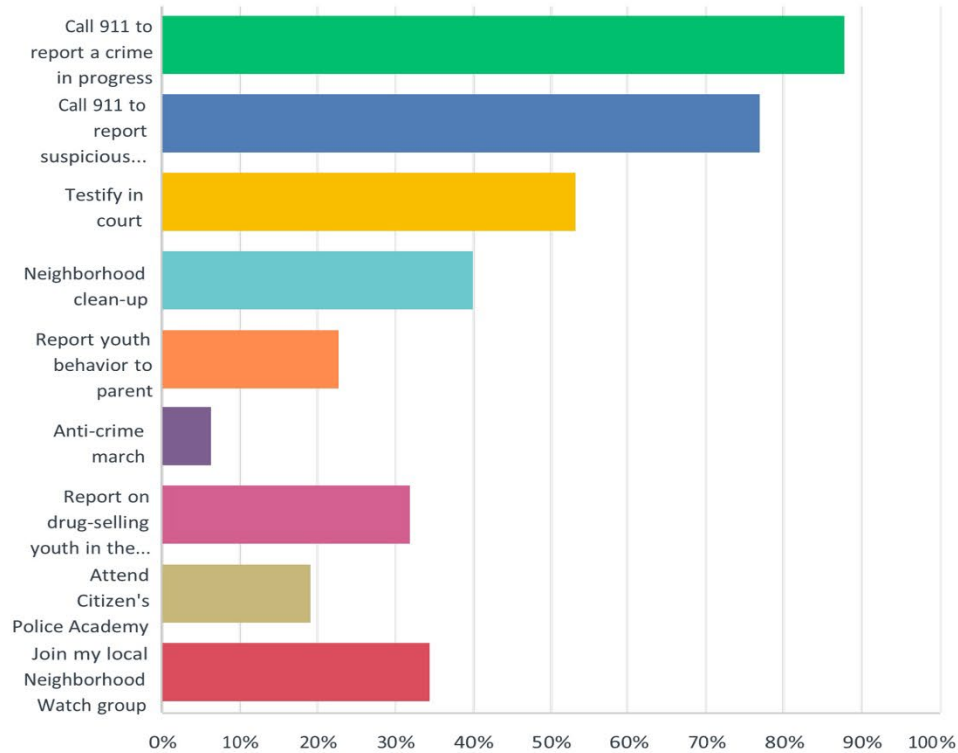
ANSWER CHOICES	RESPONSES	
Very unsafe	20.00%	156
Unsafe	22.95%	179
Neutral	24.74%	193
Safe	21.15%	165
Very Safe	11.15%	87
TOTAL		780



Community Survey Responses - 2024

Q21 The police officers can't be on every street to prevent crime. What are you willing to do to solve the problems in your neighborhood?

Answered: 359 Skipped: 23



ANSWER CHOICES	RESPONSES	
Call 911 to report a crime in progress	87.74%	315
Call 911 to report suspicious people or activities	76.88%	276
Testify in court	53.20%	191
Neighborhood clean-up	40.11%	144
Report youth behavior to parent	22.84%	82
Anti-crime march	6.41%	23
Report on drug-selling youth in the neighborhood	32.03%	115
Attend Citizen's Police Academy	19.22%	69
Join my local Neighborhood Watch group	34.54%	124
Total Respondents: 359		



Q22 What does the department need to do different?

Answered: 240 Skipped: 142

Summary: The majority of answers provided fit into one of the following four categories.

1. Traffic & Public Safety

Pros:

Community members appreciate quick response times to accidents.
Many acknowledge that LPD does a good job despite resource limitations.
Some citizens support the idea of increased patrols and stricter enforcement of traffic laws.

Cons:

Speeding and reckless driving are major concerns, especially on roads like Enterprise Drive, Old Forest Road, and 501.
Many feel that red-light running, distracted driving, and aggressive road behavior are not adequately enforced.
Complaints that officers are not visible enough on main roads and in neighborhoods.

2. Crime & Law Enforcement Presence

Pros:

Some community members appreciate LPD's efforts in reducing crime and making arrests.
There is support for hiring more officers and providing better compensation to retain them.
Increased patrols and community policing efforts (like walking beats) are viewed positively.

Cons:

Concerns about unsolved murders and violent crimes not being adequately addressed.
Complaints of over-policing in some communities, while others feel ignored.
Issues with response times and lack of follow-up on reports of theft, break-ins, and vandalism.

3. Community Relations & Policing Approach

Pros:

Community engagement efforts, including neighborhood watch programs, are generally well received.
Some officers are praised for their professionalism and kindness in interactions with citizens.
There is support for more transparency and communication with the public.

Cons:

Perceived racial bias and lack of understanding of issues in minority communities.
Some believe LPD officers can be overly aggressive or dismissive in their interactions.
Concerns that officers spend too much time enforcing minor infractions rather than focusing on major crimes.

4. Homelessness, Drug Issues & Neighborhood Concerns

Pros:

Residents support addressing homelessness and drug issues with both law enforcement and community programs.
Calls for improved regulations on high-crime rental properties and increased accountability for landlords.
Requests for more resources to help mentally ill and drug-addicted individuals instead of just arresting them.

Cons:

Complaints that LPD focuses on moving homeless individuals rather than addressing root causes.
Allegations that certain areas, particularly low-income neighborhoods, are overlooked when it comes to crime prevention.
Concerns about the rise in drug activity, particularly in areas with vape shops and near schools.